

Adobe FAQs

1. What is the CLP number?
 - a. 4400745877
 2. When will mail enrollment packets to the customer?
 - a. *Enrollment packets will not be sent. Customers will need to go to: <https://www.adobe.com/howtobuy/buying-programs/clp-form.html> to complete Adobe's enrollment document.*
 3. What has changed?
 - a. *Customer agencies will need to have completed a [Master Contracts Usage Agreement](#) (MCUA). If your agency has already completed an MCUA, then you do not need to reapply.*
 - b. *Customers will need to complete an enrollment document with Adobe.*
 - c. *Customers will need to have an authorized purchaser.*
 - d. *Customer will have their own set of serial numbers.*
 4. Why do the customers have to enroll with Adobe?
 - a. *The customer will receive their own enrollment number.*
 - b. *They will have their own set of serial numbers specific to their enrollment.*
 5. How do customers complete the Adobe enrollment documents?
 - a. *Follow the [instructions on the DES website](#).*
 6. How will the customers get their enrollment number?
 - a. *Once the customer has properly completed the online Adobe enrollment document they will receive their enrollment number from Adobe.*
 7. How will customers get their serial numbers?
 - a. *Via the Adobe website.*
 8. Who does the customer contact for help on the Adobe website?
 - a. *Adobe*
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